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Nicholas R. Merker

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/Nicholas R. Merker/

Signature

4/3/2012

Date of Signature

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| Re: | Correction of Error in Small Entity Status |
| Title: | SYSTEM AND METHOD FOR IMPLEMENTING A KNOWLEDGE MANAGEMENT SYSTEM |
| Inventors: | Copperman, Max et. al. |
| Patent No.: | 6,711,585 |
| Date Issued: | March 23, 2004 |
| Our Docket: | P01642-US-01 (12178.0005) |

Correction of Error in Small Entity Status

It has since been discovered that Applicants have lost entitlement to small entity status in regard to the above-referenced patent (the "Patent"). Applicants respectfully submit that through error, in good faith, and without deceptive intent, Applicants incorrectly paid maintenance fees for the Patent at the rate of a small entity. Applicants respectfully request that the errors be excused and file this letter in compliance with 37 C.F.R. § 1.28(c).

On September 24, 2007, Applicants paid the 4th Year Maintenance Fee for the Patent at the small entity rate of \$450. The current 4th Year Maintenance Fee is \$1,130. Therefore, Applicants note the discrepancy owed amount of \$680 for the 4th Year Maintenance Fee.

On May 27, 2011, Applicants paid the 8th Year Maintenance Fee for the Patent at the small entity rate of \$1,240. The current 8th Year Maintenance Fee is \$2,850. Therefore Applicants note the discrepancy owed amount of \$1,610 for the 8th Year Maintenance Fee.

Applicants calculate the total deficiency payment owed of \$2,290 and submit the total deficiency payment herewith.

Applicants respectfully request that the maintenance fee payment errors were made in good faith and without deceptive intent, and, therefore, should be excused pursuant to 37 C.F.R. § 1.28(c). In the event Applicants have inadvertently overlooked the need for payment of any fees, Applicants authorize any deficiency to be charged to deposit account 09-0007. When doing so, please reference the above-listed docket number. If there are any issues, questions, or concerns, the Examiner is invited to contact the undersigned to discuss the Patent.

Respectfully submitted,

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